November 20, 2014

# November Nuggets - November 20

*The following email was sent to the KYAE list-serv.*

**Fixes for GED Ready™ test glitches**

GED Ready™ has proven itself to be an excellent diagnostic tool.  However, it has also proven to be temperamental at times –freezing up, kicking out anxious students and even ignoring the keyboard.

Most problems we encounter with the GED Ready™ test are related to the browser being used.  Those using Google Chrome and Firefox have the fewest problems, while those using Internet Explorer encounter the most difficulties.  Try having a discussion with your tech staff and switching to one of the browsers with fewer issues if you can.

Most problems can be resolved by refreshing the browser with F5 or Ctrl R.   This includes the recurring problem with question 15 on the Science Ready™ test.

Refreshing the browser works most of the time, but if you encounter an unusually stubborn problem, contact the help desk at 800-626-9433 or click here to use live chat.

To see past November Nuggets, go here:
http://kyae.ky.gov/educators/novnuggets.htm